



*Public Health*  
HEALTH AND HUMAN SERVICES

## New Hire Orientation Welcome Aboard



Last Updated: March 7, 2017

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- ❖ Links to DHHS policies and procedures as discussed in the New Hire Orientation

## Management Tools

- ❖ Classification & Compensation, Organizational Management, Performance Management and Recruitment Planning & NEOGOV for management



# INTRODUCTION

SPEAKER: GREG CHAVEZ - HR DIRECTOR

- 1700+ employees statewide
- Our Mission: North Carolina Public Health (NCPH) works to promote and contribute to the highest possible level of health for the people of North Carolina.
- DHHS HR Team supports the mission of the Division of Public Health. We recognize that our most valuable asset is our people and commit to foster a positive work environment while promoting sound human resources practices. We commit to respond to the changing needs of the division and to lead organizational improvement to support client needs.
- HR Office Location: 5605 Six Forks Rd. Raleigh, NC 27609 Building 3 - First Floor
- 14 HR Staff Contacts – <http://publichealth.nc.gov/employees/hr/index.htm>



# 3 Core Functions

## 10 Essential Public Health Services

### Assessment

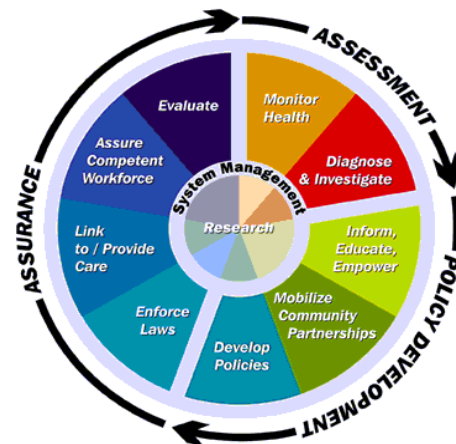
1. Monitor health status to identify community health problems.
2. Diagnose and investigate health problems and health hazards in the community.

### Policy Development

3. Inform, educate, and empower people about health issues.
4. Mobilize community partnerships to identify and solve health problems.
5. Develop policies and plans that support individual and community health efforts.

### Assurance

6. Enforce laws and regulations that protect health and ensure safety.
7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable.
8. Assure a competent public health and personal health care workforce.
9. Evaluate effectiveness, accessibility, and quality of personal and population-based health services.
10. Research for new insights and innovative solutions to health problems.



# 13 Great Public Health Achievements in the 20<sup>th</sup> and 21<sup>st</sup> Century

1. Vaccine-preventable Diseases
2. Prevention and Control of Infectious Diseases
3. Cardiovascular Disease and Stroke Prevention
4. Occupational Safety
5. Cancer Prevention
6. Motor Vehicle Safety
7. Improved Public Health Preparedness and Response
8. Childhood Lead Poisoning Prevention
9. Family Planning
10. Maternal, Infant and Child Health Improvements
11. Fluoridation of Drinking Water
12. Food Safety and Nutrition
13. Recognition of Tobacco use as a Health Hazard and Tobacco Control



## Anti-Cancer Superfruits





# DPH Staff Members

## HUMAN RESOURCES TEAM

**Greg Chavez – HR Manager** (Oversees DPH's HR operations and provides strategic consultation to management: exit interviews, Equal Employment Opportunity designee, performance management (NCVIP) and performs requests for non-DHHS individuals to be on the interview committee; employee relations and benefits consultant back-up.)

**Felicia Bridges – Assistant HR Manager** (Recruitment, classification and salary administration: reclassifies positions, processes in-range adjustments, career progressions and acting pay increases; manages organizational development, manages recruiters and recruitment coordinator.)

**Kathy Woodford – Employee Relations Manager** (Employee relations, grievances, performance management, benefits, leave of absence, unemployment insurance response and hearing, separation and workers' compensation consultant.)

**TBD – Personnel Assistant** (Assistant to HR Manager and Assistant HR Manager; serves as HR Office Manager, reduction-in-force processor, organizational chart administrator, Organization Management Action Request liaison, training coordinator, routes secondary employment and teleworking forms for approval, trainee progression salary administrator, name change liaison and notification letter creation.)





## DPH Staff Members

### HUMAN RESOURCES TEAM

**Glenn Ruess – Classification Analyst** (Reclassifies positions, resolves time issues, reviews holiday, adverse weather and negative leave reports processes and time approvals. Processes dual employment and serves as back-up consultant for workers' compensation.)

**Ashley Kirkwood – Recruiter** (Full cycle recruitment including: job posting, screening and salary administration for new hires, transfers, promotions and temporary employment for the Office of the Chief Medical Examiner, State Lab of Public Health, Epidemiology, Environmental Health, Office of Minority Health & Disparities and Administrative Local and Community Support Sections.

**Shanda Snead – Recruiter** (Full cycle recruitment including: job posting, screening and salary administration for new hires, transfers, promotions and temporary employment for Women's and Children's Health, Chronic Disease & Injury, Oral Health, State Center for Health Statistics and Vital Records. NEOGOV trainer and consultant.

**Denyse Wilson – Recruitment Coordinator** (Conducts pre-employment screenings, creates offer letters, processes 1<sup>st</sup> day paperwork, I-9 verification and beacon actions for all DPH employees.





## DPH Staff Members

### HUMAN RESOURCES TEAM

**Linda Clark – Benefits Specialist** (Benefits enrollment; leave of absence, Family Medical Leave Act, Family Illness Leave and voluntary shared leave administrator.)

**JaVette Weldon – Benefits Specialist** (Benefits enrollment, separations, retirements, total state service determination and credential verification administrator.)

**Lynn Stephenson - Worker's Compensation Administrator/Interim Safety Rep** (Worker's Compensation, short term disability and acting safety representative.)

**Sherry Bass – HR Assistant** (HR Office File Clerk; establishes and maintains personnel records, Education, employment, and previous state service verifier.)

**Betty Baker – Receptionist** (First line of contact via telephone for DPH-HR, greets and direct visitors, creates ID badges. Enters action requests/documentation into logs, performs close out actions in NEOGOV recruitment and sends notification letters.)

**Jordan Lassiter – Personnel Assistant** (HR Office file clerk, back-up receptionist)





# CONTINUOUS QUALITY IMPROVEMENT

**SPEAKER:** FELICIA BRIDGES – ASSISTANT HR MANAGER

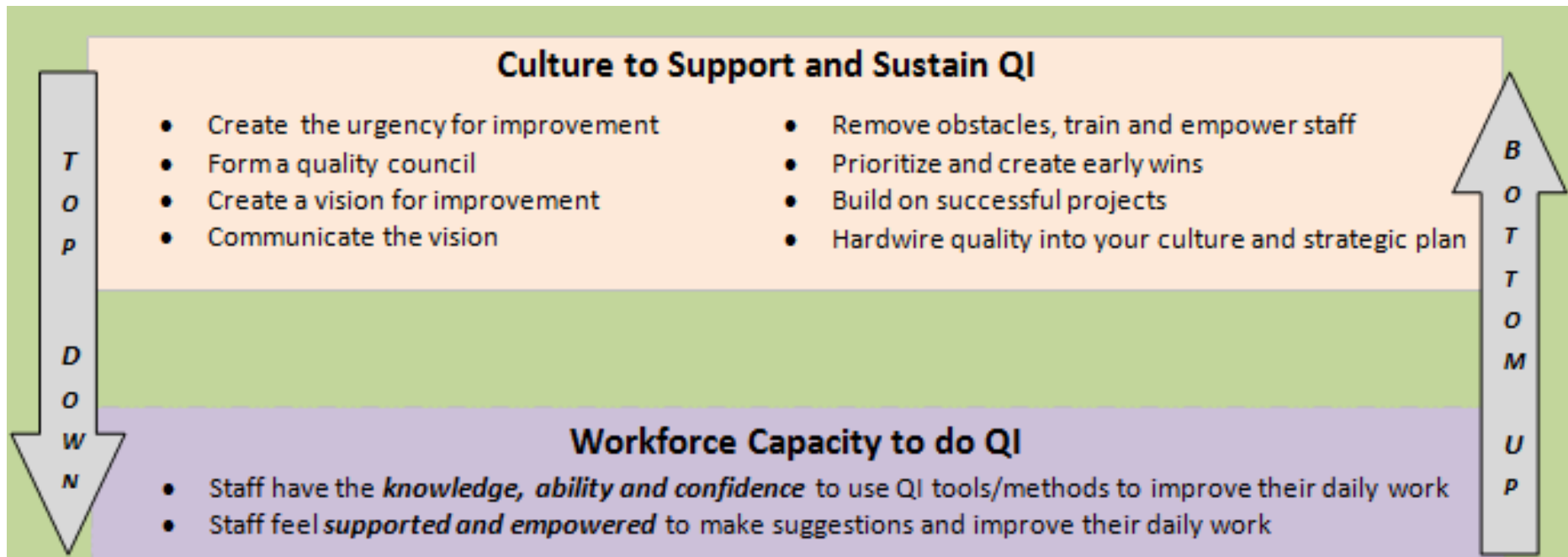
**The mission of the Division of Public Health is “Working for a healthier and safer North Carolina – Everywhere, Everyday, Everybody.”**

**A significant focus of the division is continuous quality improvement. As a result, the division has organized a Quality Improvement Council (QIC) with representation from all sections with the goal of providing guidance, support, and prioritization in order to develop a culture centered on continuous quality improvement.**

**As an introduction to these concepts, we’ll briefly review program objectives and key QI concepts and tools and then refer you to resources to learn more about implementing continuous quality improvement in your unit.**



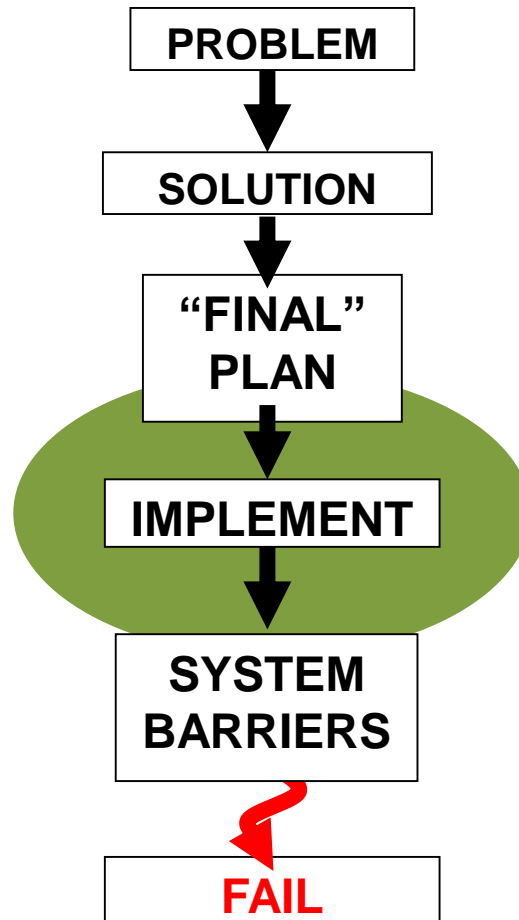
# Ultimate Goal: Continuous QI



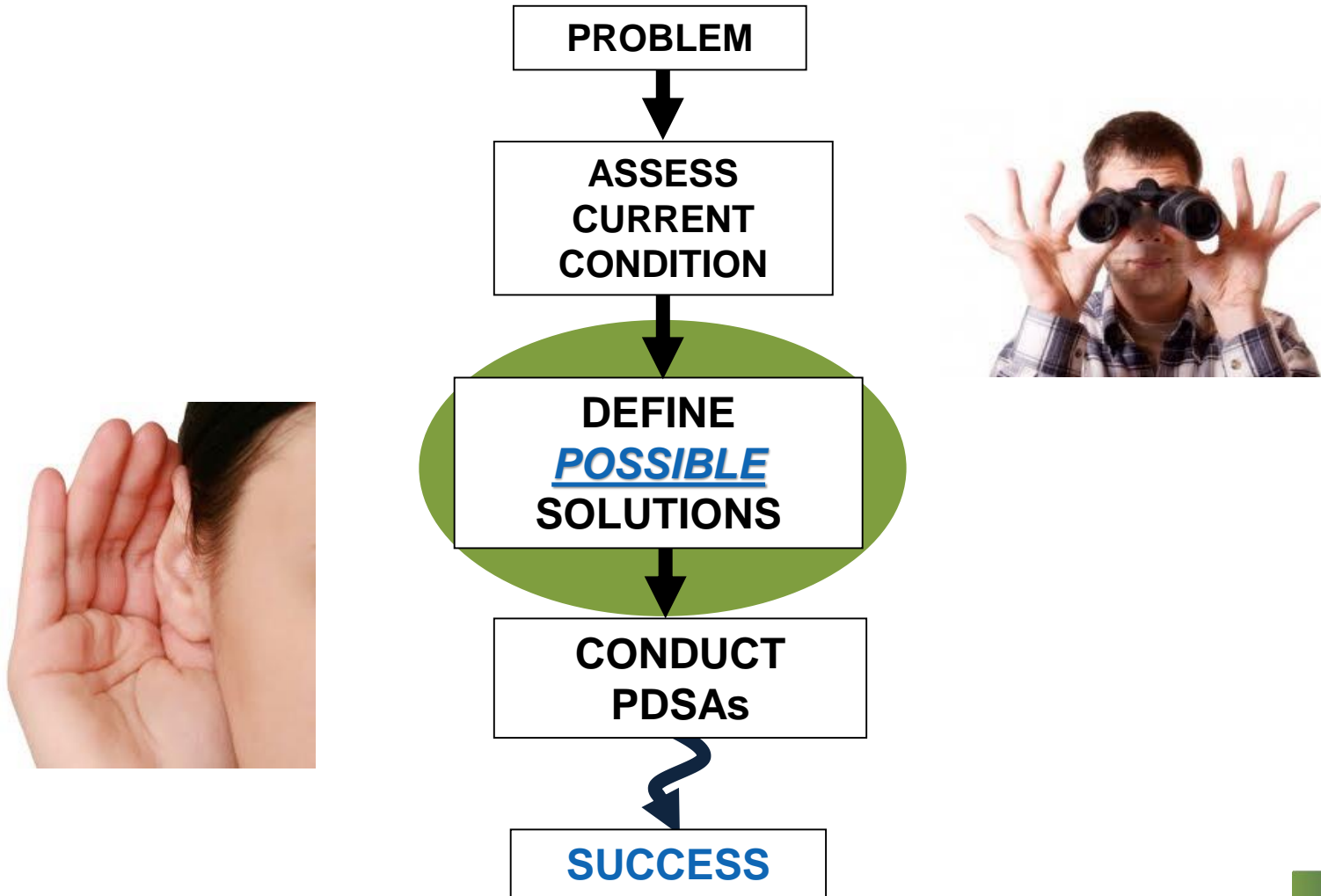
# Changing Systems:

## What Usually Happens?

Traditional  
model for  
introducing  
change



# QI Approach to Change



*Adapted from: Jean Vukoson's Bright Futures Presentation*



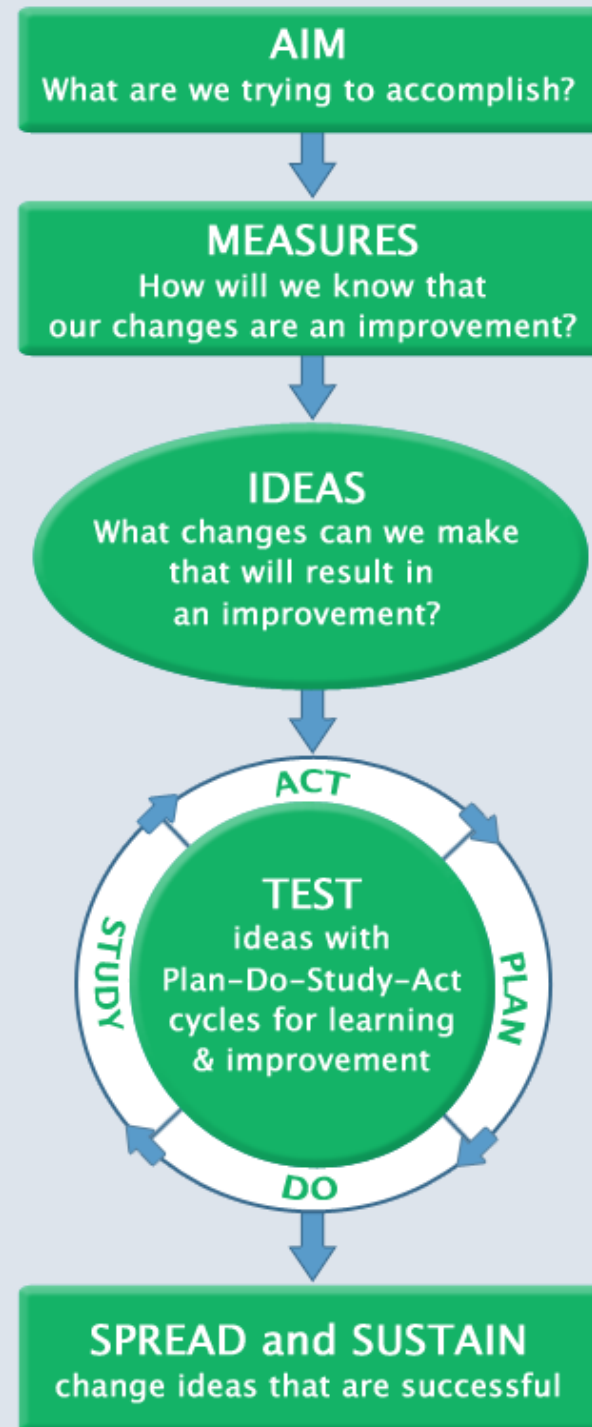
# Key Features of QI



- Focus on **systems**, not individuals
- Ideas/changes from **customers & front line staff**
- Focus on **small tests of change**
- Frequent, **ongoing measurement** and data-driven decision making
- QI is a never-ending process...it's **continuous**
- It should **help staff**, not hinder



# Model for Improvement





# Using QI to make changes

- Identify goal and objectives (aim statement, charter)
- Identify measures to know whether a change is an improvement (measurement plan, customer/staff surveys)
- Understand your current process (Value Stream Map)
- Identify improvement opps (Gemba Walk, brainstorming)
- Detect root cause of problems (Pareto, Fishbone, 5 Whys)
- Select changes (feedback, brainstorm, best practice)
- Test changes (PDSA: Plan Do Study Act)
- Sustainability and spread (checklists, return on investment)



# CLASSIFICATION & COMPENSATION

SPEAKER: FELICIA BRIDGES – ASSISTANT HR MANAGER

The classification & compensation section is composed of 3 components:

- Recruitment – the overall process of attracting, selecting and appointing qualified candidates for positions (either permanent or temporary) within DHHS Division of Public Health.
- Salary Administration - The review of the budgeted salary and candidate qualifications in order to determine the appropriate offer amount based on established salary administration policy. We manage the Division's compliance with the Fair Labor Standards Act (FLSA) provisions, which outlines the hours of work and overtime compensation policy. This ensures that employees will not be paid less than the established minimum wage and provide guidelines on overtime compensation.
- Classification - The assignment and ongoing monitoring of formal classification titles and corresponding salary grades, based on position design within established guidelines that are provided by the Office of State Human Resources.



# Required Forms

## Your First Day

- I-9 (Employment Eligibility Verification) - must be received by HR on your **1st day**.
- Credentials Verification - academic/professional credentials must be verified within **90 days**.
- Direct Deposit - for payroll/travel reimbursement (required for paycheck and travel reimbursement).
- NC-4 and W-4 - tax forms for state and federal withholding.
- Employee Data Form
- Acknowledgement of Responsibility for Repayment of Monies Owed – overpayments **MUST** be repaid.
- Creditable State Service - verifies prior state service (to be filled out by everyone)

### Adjusted state service date determines:

- vacation leave accrual rate/increase
- eligibility for service awards
- longevity pay

**NOTE:** Please fax all documentation to: 919-870-4830. All other required forms can be found on the DPH New Staff Orientation webpage: <http://publichealth.nc.gov/employees/orientation.htm>



# Building Enterprise Access for NC's Core Operation Needs

- Implemented in 2008
- You will use this system to select your benefits, fill out your timesheet, view your leave balance, view your pay stub, update your bank acct info, change your tax exemptions and update other personal information.
- Allow up to 10 business days to receive access to the system
- Complete the BEACON overview training [osc.nc.gov](http://osc.nc.gov) → click TRAINING on top of page
- Employee Self-Service Overview (ESS 200) and Employee Self-Service Time Entry (ESS 210)

**NOTE:** Once you receive your Beacon ID; log-in and verify your bank information, tax withholding and address before proceeding with benefit enrollment.





Home	<b>My Data (ESS)</b>	My Documents	OrgCharts	Business Objects	SAP GUI	LMS & NCVIP	Reports
Overview	My Working Time	My Benefits	My Pay	My Personal Data			

### My Personal Data

- Update/change Address
- Update/change Tax Withholdings
- Display Work Communication Data
- Add/update Emergency Contacts
- Change Bank Information

### My Working Time

- Enter working time
- View/print Leave Quota Balances
- Access to Voluntary Shared Leave forms
- Time Statements

### My Pay

- View/print past & current pay statements
- Access multi-year W-2 information
- OSHR Benefit Calculator

### My Benefits

- Enroll in State Health Plan & NCFlex
- Access 401K & Roth Savings Plan
- Access to 457 Savings Plan
- 403(b) Salary Reduction Agreement Form



# Your First Paycheck

## What to Expect

- DPH has monthly payroll deadlines. The date you report to work will affect the date you receive your first paycheck.
- If you report to work and your paperwork is processed **PRIOR** to the payroll deadline for that month, you will receive a paycheck on the last working day of the month.
- However, if you report to work and your paperwork is processed **AFTER** the payroll deadline for that month, you will receive a paycheck on the last working day of the following month. Pay from your first month's work will be included in this paycheck.

**NOTE:** If you have additional questions, please consult with your supervisor.






# ESS

## PAY STATEMENT

Your Pay Statement is divided into five different sections:

- 1 [Employee and Payment Information](#)
- 2 [Earnings](#)
- 3 [Deductions](#)
- 4 [Taxes](#)
- 5 [Deposit Information](#)



Pay Period: 10/01/2014 through 10/31/2014  
 Check Date: 10/31/2014

Name: Shelby Test1064  
 Organization: 2001-Health Human Services  
 Personnel No: 00000888

Earnings		Deductions	Taxes	Net Pay	Deductions		Current	YTD
Current:	3,333.33 -	432.60 -	749.84 -	3,150.89	# BASE 70/30		0.00	0.00
YTD:	34,717.66 -	4,409.14 -	7,895.30 -	23,413.42	** Total Health Insurance		0.00	0.00
Earnings	Hours	Current	YTD		* 457 Savings Plan EE	150.00	1,500.00	
Regular Salary		3,333.33	33,333.30		# NC Flex Vision SUP PT	15.98	159.80	
** Total Base Pay		3,333.33	33,333.30		# NC Flex AD&D PT	1.50	15.00	
Holiday Comp Payout			1,384.56		# NC Flex Life INS PT	3.60	36.00	
** Total Other Pay			1,384.56		# NC Flex Cancer PT	11.26	112.60	
					# NC Flex Crit Illness PT	8.60	86.00	
					* TOBERE EE	200.00	2,000.00	
Total Earnings		3,333.33	34,717.86		# NC Flex Health FSA PT	41.66	416.67	
					** Total Other Deductions	432.60	4,409.14	
					Total Deductions	432.60	4,409.14	

Tax Authority	Tax Type	Status	EXMT Addlmt	Cur Tax	YTD Tax	Cur Taxbl Earn	YTD Taxbl Earn
Federal	Withholding	Single		369.17	3,908.58	2,900.73	30,308.72
Federal	Social Security			201.54	2,103.29	3,250.73	33,891.79
Federal	Medicare			47.13	491.43	3,250.73	33,891.79
North Carolina	Withholding	Single		132.00	1,394.00	2,900.73	30,308.72
Total Taxes				749.84	7,895.30		

Payment	Account	Type	Amount
STATE EMPLOYEES CREDIT UNION	086123*	Checking	2,150.89



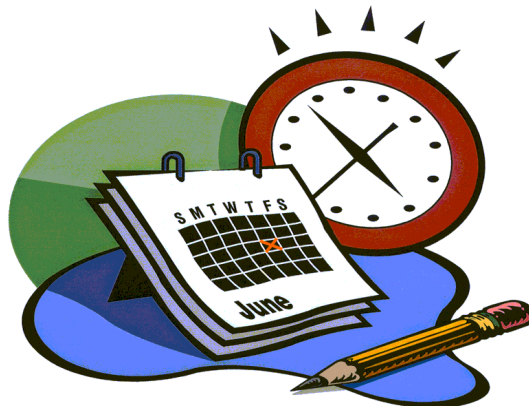
# TIME MANAGEMENT

- All employees should review and release their time on a weekly basis.
- Supervisors should approve their direct reports' time on a weekly basis.
- In order to receive your monthly leave accruals, your time must be entered, released and approved for at least ½ of the working days in the month.
- Positive time entry = key in all time worked and all leave taken, including holidays.
- The official work week is Sunday to Saturday.
- Pay Periods – (monthly payroll cycle) payday is the last workday of the month.



# TIME REMINDERS

- Overtime must be approved in advance by your supervisor.
- All employees will receive Comp Time in lieu of overtime pay.
- FLSA subject employees will receive comp time at time and a half.
- Employees must be in pay status at least ½ or more of the month to earn their benefits.
- Holiday Leave - must be taken on the day of the holiday and recorded on your time sheet.
- Supervisors must send HR an e-mail in reference to an employee working on a holiday prior to the holiday for approval.



# EMPLOYEE RELATIONS & PERFORMANCE MANAGEMENT

**SPEAKER:** KATHY WOODFORD – EMPLOYEE RELATIONS MANAGER

## **What is Employee Relations?**

- Designed to maintain employer-employee relationships that enhance productivity, communication and problem solving.
- Focuses on assisting managers and employees with preventing and resolving problems that arise out of work situations and affect work productivity.

## **Assistance on a wide variety of matters, including:**

- Compliance and interpretation of the discipline and grievance policy.
- Fitness for duty evaluations and risk assessments.
- The proper implementation of investigatory placement with pay.
- The mediation process in grievance proceedings.
- Settlement and mediation agreements.
- Workplace violence investigations and the workplace violence policy.
- The Employee Assistance Program.
- The interpretation and application of a wide variety of other personnel policies affecting employees.



# EMPLOYEE ASSISTANCE PROGRAM (EAP)

- Offers legal, financial and counseling services to all employees and their immediate family members.
- Partnered with McLaughlin Young Group: <http://www.mygroup.com/>  
(Click on the work-life tab to log in and enter the Username and Password (**UN: ncdhhs PW: guest**))
- No enrollment required to participate in the program.
- Offers help for personal/professional concerns by providing free, confidential, short-term counseling and personal consultation.
  - Conflict Resolution
  - Healthy Eating
  - Estate Planning
  - Depression and Anxiety
  - Relationship Issues
  - Grief and Loss
  - Alcohol or Drug Use
  - Stress Management
  - Work-Related Issues
  - Communication Breakdowns
  - Simple Will



**This program is completely confidential and at no cost to you.**  
**Call: 704-717-5295 or 888-298-3907 (24 hours a day, 7 days a week)**

**\*Appointments are available for both day and evening hours\***



# UNLAWFUL WORKPLACE DISCRIMINATION & HARASSMENT

- Employment law prohibits discrimination and harassment in the workplace on the basis of race, color, national origin, sex, age, religion, genetic information, political beliefs or a disability.
- The person alleging discrimination or a representative of the person may file the grievance.
- Ethnic slurs, racial jokes, offensive or derogatory comments, or other verbal or physical conduct may constitute unlawful harassment if they:
  - Create an intimidating, hostile or offensive working environment, and/or
  - Interfere with work performances or negatively affect an employee's employment opportunities.
- DHHS Strictly prohibits discrimination and unlawful workplace harassment. If you believe that you are a victim of unlawful harassment or discrimination, you have 15 calendar days from the date of the alleged event or act to file a grievance with HR.

Please consult the online grievance policy found on the OSHR (Office of State Human Resources) website to read more details about the grievance procedure and go to the DHHS Division of Human Resources website under “Forms” for a copy of the grievance form. You may also contact DPH Employee Relations for this information and for any questions pertaining to the policy.





# DISCIPLINARY POLICY & PROCEDURE

**It is the policy of the NC Department of Health and Human Services (DHHS) to recognize the dignity and value of the individual employee, to address workplace conduct and performance problems in accordance with existing law and state personnel policy and to use best management practices in dealing with employee disciplinary issues. (This policy can be found on the OSHR website.)**

- Its purpose is the correction of employee performance problems and/or elimination of unacceptable personal conduct.
- It is important that you read this policy and understand the basis for disciplinary action in your workplace because disciplinary actions are progressive and become part of the recipient's personnel file.



# PERFORMANCE MANAGEMENT

**An ongoing opportunity for communication between you and your supervisor to discuss work progress, goals, state and agency values, productivity and quality of work.**



- Upon hire, your supervisor should first discuss with you what is expected of you and you will work together to create a **Work Plan in NCVIP**.
- Your supervisor should continue giving you feedback on your performance as time goes on. At certain intervals in your employment, your supervisor will conduct formal performance reviews.
- If you are a probationary employee, management will assess your performance quarterly to determine if you have been successful enough to move from probationary to permanent status.
- Interim review will be conducted by your supervisor every six months and formal reviews are conducted once a year at the end of the performance cycle (typically by June 30th).

**NOTE:** Be sure to receive a signed copy of your job description and your work plan from your supervisor.



# ALCOHOL AND DRUG FREE WORKPLACE


- DHHS is committed to maintaining an alcohol and drug free workplace for the safety and well-being of our employees and those we serve.
- We have a zero tolerance policy for any substance abuse in the workplace.
- Any employee caught using alcohol or illegal substances will be disciplined immediately, possibly up to termination of employment.
- If you have a problem with drug or alcohol abuse, please seek help. EAP is a great resource.



# TOBACCO FREE CAMPUS

The Division of Public Health is committed to providing a healthy, safe and productive work environment for all its employees.

The purpose of this policy is to establish a tobacco-free environment for the Division of Public Health (DPH) facilities as follows:

- Six Forks buildings and campus
  - District Drive Public Health campus
  - Cooper and Cotton buildings and perimeter
  - Owned or leased office space or warehouse facilities, and
  - State vehicles assigned to DPH.
- 
- Tobacco product use, including e-cigarettes, is prohibited inside personal vehicles while the vehicles are located on any space designated as tobacco-free by this policy.
  - This policy covers all employees, clients, visitors, volunteers, students, customers, vendors, lessees and contractors
  - DPH strongly promotes **QuitlineNC** and nicotine replacement therapies through the State Health Plan to provide an excellent opportunity for employees to quit tobacco use if they choose. **1-800-QuitNow or 1800-784-8669**

For more information please view the Tobacco-free Campus Policy on the DPH Website.



# CRIMINAL RECORD

**Employees are required to report any arrest, criminal charges, or criminal convictions (other than minor traffic violations), as well as any protective orders entered against them or any confirmed finding of abuse or neglect against them to their supervisor no later than (5) five calendar days after such occurrence. The supervisor shall then notify the Human Resources Director.**

**The following factors shall be considered by the division/facility/school director in determining whether employment shall be denied or discontinued:**

- The level and seriousness of the crime;
- The date of the crime;
- The age of the person at the time of the conviction;
- The circumstances surrounding the commission of the crime, if known;
- The nexus between the criminal conduct of the person and job duties of the person;
- The prison, jail, probation, parole, rehabilitation and employment records of the person since the date the crime was committed; and
- The subsequent commission by the person of a crime listed in subsection (a) of N.C.G.S. 114-19.6.

**The individual will be rejected/separated from employment if the criminal record check and supporting records reveal a "criminal history" that indicates the individual (1) poses a threat to the physical safety of patients, students, clients, or personnel or (2) has demonstrated that he or she does not have the integrity or honesty to fulfill his/her duties as a DHHS employee, contractor or volunteer. Convictions of crimes involving sexual misconduct; child, client, or patient abuse, neglect, or exploitation; violence against a person; alcohol or controlled substances; or theft may result in disqualification/separation from employment.**

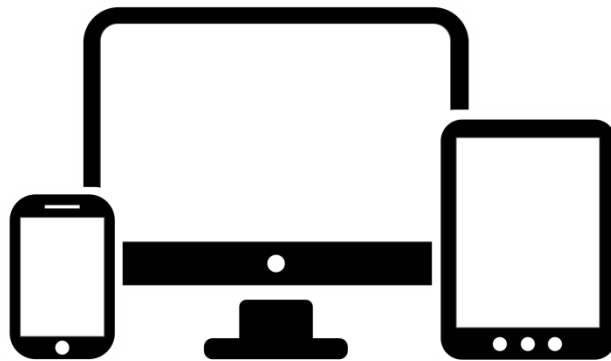


# COMPUTER USE POLICY

**DHHS users are expected to use the NCIIN (NC Integrated Information Network) and Internet responsibly and professionally.**

- While in performance of work-related functions
  - While on the job
  - While using publicly owned or provided information processing resources
- 
- Users shall make no intentional use of these services in an illegal, malicious, or obscene manner.

**Please view the complete policy on the DHHS website and the complete the trainings as required on your DPH New Employee Checklist.**





# OTHER EMPLOYMENT

## Secondary Employment

- Employment outside of state government.
- Must be approved by your supervisor and then sent to HR for approval by the Division.
- You must have approval before engaging in any secondary employment.
- Ensures that it does not create a direct or indirect conflict of interest with department employment.

## Dual Employment

- Concurrently working at two or more state agency locations.
- Must be discussed with your supervisor and approved prior to entering into any dual employment agreement.
- Your supervisor will determine if the employment is approved and submit a request to HR, who will provide guidance and assist with the dual employment agreement between agencies.



# LEAVE MANAGEMENT

SPEAKER: JAVETTE WELDON – BENEFITS SPECIALIST

## Types of Leave:

- Vacation
- Sick Leave
- Bonus Leave
- Community Service
- Civil Leave (Jury Duty)
- Family Illness Leave (FIL)
- Family Medical Leave (FMLA)
- Adverse Weather
- Military Leave
- Voluntary Shared Leave



# VACATION LEAVE

- **Vacation leave is based on your total state service.  
(Prorated for part-time employees who work at least 20 hours/week.)**
- **At the end of each calendar year, any accumulated vacation leave of more than 240 hours is transferred to your sick leave account.**
- **It can be donated to a participant in the Voluntary Shared Leave Program.**
- **If you separate from the State, you are paid for any remaining vacation leave (up to 240 hours). This is prorated for part-time employees.**
- **It can be transferred to another agency if they are willing to accept it and are an agency that is SHRA (Subject to the Human Resources Act).**



# VACATION LEAVE CREDITS

Years of Total State Service	Hours Granted Each Month	Hours Granted Each Year	Days Granted Each Year
Less than 5 years	9 hrs. 20 mins.	112	14
5 but less than 10 years	11 hrs. 20 mins	136	17
10 but less than 15 years	13 hrs. 20 mins.	160	20
15 but less than 20 years	15 hrs. 20 mins.	184	23
20 years or more	17 hrs. 20 mins.	208	26



# SICK LEAVE

**Sick Leave – full-time employees earn 8 hours per month (prorated for part - time employees)**

- For employee's illness
  - Medical appointments
  - To care for an immediate family member,
  - Temporary disability due to childbirth, adoption (up to 30 days)
- 
- **It can be donated to a participant in the Voluntary Shared Leave Program.**
  - **It can be transferred to another agency if they are willing to accept it and are an agency SHRA (Subject to the Human Resources Act).**
  - **At time of retirement, any unused sick leave can be applied towards retirement credit (every 20 days = 1 month credit).**
  - **If separated from employment, sick leave will not be paid out but it can be reinstated within 5 years if you return.**



# LEAVE PROGRAMS

**Voluntary Shared Leave** - State employees may donate leave to another employee who has been approved to receive voluntary shared leave.

This leave may be used for medical conditions of the employee or for a member of the employee's immediate family.

**Bonus Leave** - like vacation leave, may be used for any reason.

**Community Service Leave** - 24 hours per calendar year (2 hours/month accrued for full-time, prorated for part-time) to volunteer in a school or non-profit organization; or 36 (prorated) to tutor or mentor in a school (copy of school agreement needed).

- You may not use it for athletic events or religious activities
- Must be approved in advance by your supervisor
- Written documentation is required



**NOTE:** For more information, please review the policy on the OSHR website.

# FAMILY AND MEDICAL LEAVE ACT (FMLA)

**To qualify, you must have 12 months of NC state service and have been in pay status for at least 1040 hours during the past 12 months. You may be eligible if absent from work due to:**

- A serious illness of yourself, parent, child, or spouse
- The birth of a child or to care for the child during the first 12 months
- The adoption of a child during the first 12 months following placement

**Provides 12 weeks of paid (exhausting your leave) or unpaid (not in pay status) job protected leave for a qualifying condition in a 12 month period.**

**If you have any questions about FMLA, please contact human resources.**



# OTHER TYPES OF LEAVE

## **FAMILY ILLNESS LEAVE (FIL)**

- For caring for a seriously ill child, parent or spouse.
- Up to 52 weeks of leave without pay or other available leave over a five year period.
- Same job protection as FMLA, but costs employees more for health insurance if on leave without pay.



## **CIVIL LEAVE (JURY DUTY)**

- Pay provided to employees serving on a jury or subpoenaed to be a witness.
- Must provide a copy of the jury notice or subpoena to your supervisor.
- If you are a party in a court proceeding and not a subpoenaed witness, vacation leave must be used. If the court appearance is in connection with your official job duties, no leave is charged.





# OTHER TYPES OF LEAVE

## MILITARY LEAVE

Available for probationary, permanent, time - limited and trainee employees in the uniformed services for certain periods of military duty.

- Max of 120 hours with pay/ federal year (beginning Oct 1)
  - for active duty
  - for training or special schools



**NOTE:** Documentation of military orders is required to determine benefit eligibility. If you have any questions, please contact human resources.

## ADVERSE WEATHER LEAVE

- In the event of adverse weather, it is at management's discretion as to whether operational needs allow or prevent employees from reporting to work. (Please consult with your supervisor during these events.)
- Non-mandatory employees must first use comp time to make up the absence. If not enough comp time → vacation, bonus, or leave without pay may be taken.
- Time can be made up within 90 days or leave will be charged to your pay.

Please see the Adverse Weather Policy for full details.



# WORKPLACE SAFETY

**SPEAKER:** LYNN STEPHENSON – **WORKER'S COMPENSATION ADMINISTRATOR/INTERIM SAFETY REPRESENTATIVE**

**You should receive the Safety & Health outline in your onboarding email. It outlines the following 6 mandatory health & safety modules:**

- Hazard Communication
- Workplace Injuries & Illnesses
- Workplace Violence
- Blood Borne Pathogens
- Fire Extinguisher Training and Fire Prevention Program
- Emergency Evacuation Plan



# HAZARD COMMUNICATIONS

**Primary focus:** Overall chemical safety in the workplace and to ensure all employees are aware of their “Right to Know” about the chemical hazards that are present in their lab or office area.

## 4 major hazard communication elements:

1. Safety Data Sheets (SDS)
  - Available to all employees: provides chemical profile of hazardous substances including proper chemical use in terms of physical and chemical characteristics, storage, labeling, personal protective equipment (PPE), emergency spill procedures. **\*Supervisor is required to provide copy of SDS upon request.\***
2. Hazardous Substance Inventory List
  - All hazardous substances in your workplace are required to be listed
3. Proper Labeling
  - Ensure that all chemical containers have the following labels,
  - Chemical name – Example: Gasoline
  - Hazard – Example: Flammable
4. Information and training
  - Supervisor required to review with each employee the hazard communication policy and provide applicable PPE needs.

**NOTE:** If you work in an environment where “potential hazardous substance exposure” exists, it is imperative that these guideline are reviewed with your immediate supervisor.



# WORKPLACE INJURIES & ILLNESSES

## WORKER'S COMPENSATION

**Workers' Compensation:** covers benefits for work related accidental injuries/illnesses.

**In order to process a claim, the employee should:**

- Report the workplace injury/illness immediately (or within 24 hours) to your supervisor.
- Complete the required forms available on the DPH website: <http://publichealth.nc.gov>

**WEBSITE NAVIGATION:** >For DPH Employees (Toolkit) >Human Resources >Safety and Health

- ✓ Employee Injury/Incident Report (Completed ONLY by the employee)
- ✓ Supervisor's Investigation of Employee Accident/Injury
- ✓ DHHS Witness Statement
- ❖ Corvel Medical Authorization & Prescription Form for DPH (Take to initial medical appointment and/or for drug prescription)



- ❖ After report of injury is submitted, the claim will be processed by DPH Human Resources in partnership with CorVel (Third Party Administrator) whose claim specialists will direct medical care (if necessary).
- ❖ Worker's compensation is a strictly managed care program that requires prior approval before seeking medical care unless you need emergency medical attention.
  - Provider Network: [www.caremc.com](http://www.caremc.com) >PPO Lookup >Workers Compensation>Search criteria (within miles,city, county) >Emergency Medicine/Minor Emergency/Urgent Care
- ❖ **DO NOT** INVOLVE YOUR PERSONAL HEALTH INSURANCE unless there are unique circumstances or an emergency. We will follow up accordingly if this does happen.
  - Consequences: Out-of-pocket expenses (co-pays/deductibles); collections
- ❖ Workers' Compensation administration has very unique rules and policies. Please Consult with the Workers' Compensation Administrator (WCA) for the necessary and applicable information before proceeding with a claim.
  - Use of leave & options, continuation of benefits, WC benefits (unique from other types of leave)

**NOTE:** Our goal and intent is to follow proper policies, procedures and rules to ensure that there are no consequences in regards to benefits or out-of-pocket expenses to the injured employee. If you need assistance with Worker's compensation procedures, claims, or identifying medical direction if treatment is required, please contact Lynn Stephenson at 919-707-5452 or Glenn Ruess at 919-707-5453 .



# WORKPLACE VIOLENCE

WEBSITE NAVIGATION: DPH Employees (Toolkit) > New Staff Orientation – DPH Required Training  
>DHHS Workplace Violence Training>Contents>Warning Signs (complete all sections under course materials)

**Work Place Violence** is defined as: but not limited to: Intimidation, threats, physical attack, domestic violence, or property damage by state employees, **and** clients, customers, relatives, acquaintances, or strangers **against state employees in the workplace.**

**Intimidation**: engaging in an action that includes, but not limited to: stalking, behavior that is intended to frighten, or coerce, or induce stress

**Threats**: the expression of intent to cause physical or mental harm.

An expression constitutes a threat without regard to whether the party communicating the threat has the present ability to carry out a threat; without regard to whether the expression is contingent, conditional, or futuristic.

**Physical Attack**: An unwanted or hostile contact such as, hitting, fighting, pushing, shoving, or throwing objects

**Domestic Violence**: The use of abusive violent behavior, including threats and intimidation between people who are: having an ongoing or prior intimate relationship, “are” married, live together, dating or, who “have” been married, lived together, or dated.

**Property Damage**: Intentional damage to property owned by the State, employee, visitors, or vendors

**A Zero Tolerance Policy will be enforced by the Division of Public Health.** All instances and Allegations of unlawful workplace violence and harassment will be investigated; and if substantiated, will result in disciplinary action.



# BLOOD BORNE PATHOGENS

**Blood Borne Pathogens** - a micro-organism that is transmitted through the bloodstream when an individual comes in contact with infected human blood, or other potentially infectious body fluids which contain ‘infected human blood’.

- OSHA blood borne pathogens standards mandate any employee whose job has the potential for exposure is required to participate in the new hire safety awareness training.
- The program is designed for your **awareness and protection** in and outside the workplace. In addition, employees who are trained and administer CPR and/or first aid are also required to complete a formal safety training program.
- The on-line training will provide you with the necessary details. (Safety & Health Outline in your orientation packet)

WEBSITE NAVIGATION: DPH Employees (Toolkit) > New Staff Orientation – DPH Required Training: Workplace Precautions Against Blood Borne Pathogens



**NOTE:** If you work in an environment where “potential for exposure to blood borne pathogens” exists, it is imperative that these guidelines are reviewed with your immediate supervisor.



# FIRE EXTINGUISHER TRAINING & LIFE PREVENTIONS PROGRAM

It is extremely important that you become familiar with the listed general guidelines if confronted with a small fire situation.

**The 3 focal points of this module are: 3 types of fire extinguisher, and procedure described by the acronyms of “R A C E” and “P A S S” (Additional information will be covered in your required training).**

WEBSITE NAVIGATION: DPH Employees (Toolkit) > New Staff Orientation – DPH Required Training: Fire and Life Safety Training

➤ **As a general note there are 3 types of Fire Extinguishers;**

- Class A - Common Combustibles (Wood, Paper, Rubber). Class A Fire Extinguisher—Water Based.
- Class B - Flammable Liquids, Gases and Greases. Class B Fire Extinguisher - Dry Chemical.
- Class C - Energized Electrical Equipment. Class C Fire Extinguisher – Co2.

➤ **General Rule in a small fire situation , only attempt to extinguish a fire if;**

- You have activated the fire alarm system.
- You have the correct fire extinguisher,
- You have a clear route of escape,
- You are comfortable using a fire extinguisher to fight the fire,
- General Note: Smoke and fumes are very dangerous - they can also contain overwhelming Toxic Vapors.

➤ **In the event of a fire, a general Fire Emergency Response is defined with the acronym: “RACE”**

- R - Remove Anyone in Danger,
- A - Activate the Alarm,
- C - Contain the Fire,
- E - Extinguish the Fire if Possible.

➤ **Another acronym, for the use of a Fire Extinguisher is “PASS”**

- P - Pull the Pin,
- A - Aim at the base of the fire
- S - Squeeze the trigger
- S - Sweep from side to side to cover area



# EMERGENCY EVACUATION PLAN

**Emergency Evacuation Plan:** Building evacuation plan required for all State facilities to eliminate confusion and panic during a real emergency.

- Severe Weather Conditions: become familiar with the listed tornado/hurricanes safety guidelines
- This Plan is designed to use a “common sense” approach with intent to simply **eliminate confusion and panic**. Buildings have designated Emergency Evacuation Coordinators and floor monitors to direct and assist with emergency evacuations.
- Be familiar with the Plan:
  - Do not remain in bldg. after the evacuation signal has been given.
  - Report immediately to your evacuation collection points.
  - Do not re-enter the facility while emergency evacuation responders are still inside.
  - Return when the “all clear” signal is given by the Emergency Coordinator.



**Every employee has a role and responsibility to ensure we have a safe and healthful workplace.**

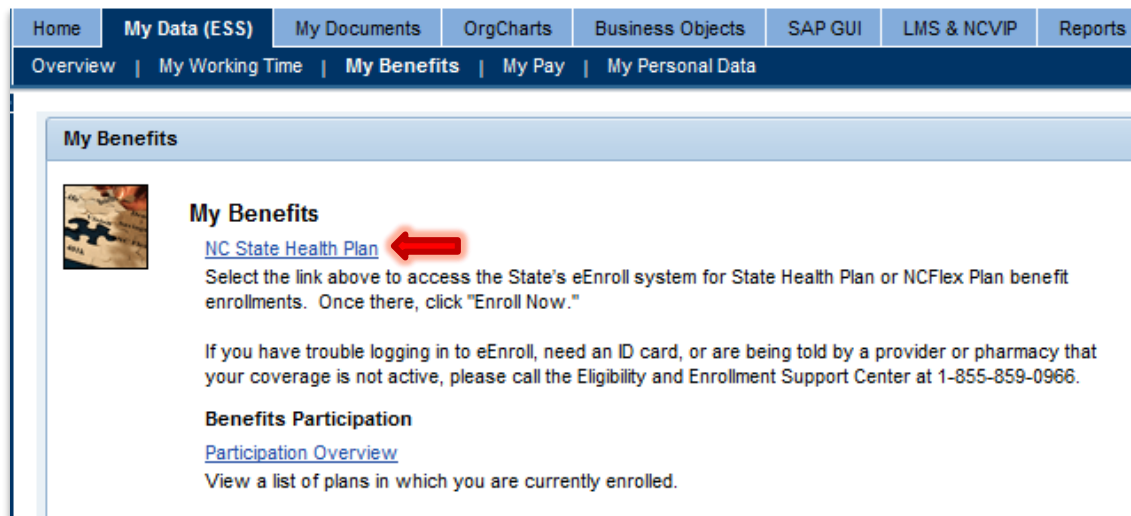


# BENEFITS ENROLLMENT

SPEAKER: LINDA CLARK – BENEFITS SPECIALIST

Enroll online through eEnroll within **30 days** of employment → View ESS Training Module

**State Health Plan and NC Flex Benefits Enrollment Only**  
(all other agency specific benefits utilize paper forms)



**Step 1:** Login to Beacon and Select **My Data (ESS)**, then click on the **My Benefits** tab.

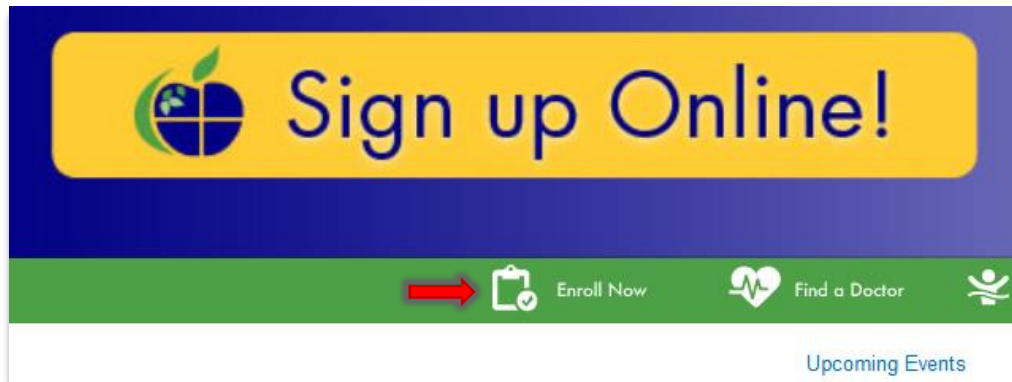
**Step 2:** Click on the **NC State Health Plan** link to connect to the State Health Plan website.

**NOTE:** Contact BEST Shared Services at 919-707-0707 (Raleigh)  
or 1-866-622-3784 (Statewide) for any **Beacon (ESS)** issues.

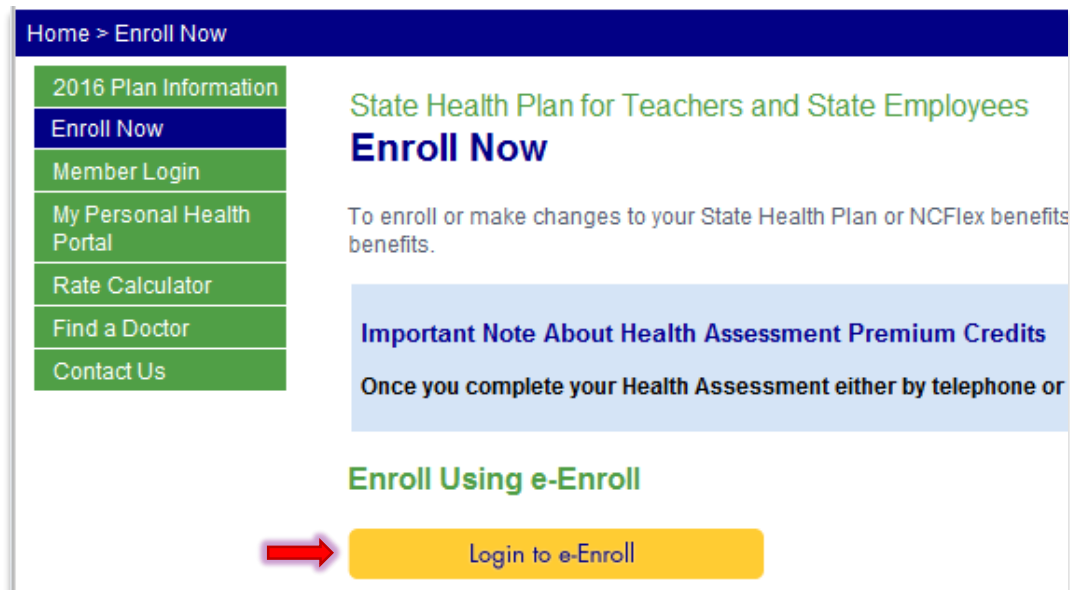


# HOW TO ENROLL

**Step 3:** Click on the **Enroll Now** button



**Step 4:** Click on the **Login to e-Enroll** button




# HOW TO ENROLL

**Step 5:** Click on the **BEACON**  
(Click here if your Agency uses BEACON) Link



Welcome to the North Carolina State Health Plan's eEnroll system!

If you are part of one of the groups below, please click the appropriate link.  
If not, please login using your eEnroll username and password to the right.

State Retirement System (ORBIT)  
UNC Chapel Hill and UNC General Administration  
UNC Asheville  
NC State University  
BEACON (Click here if your agency uses BEACON)   
Shining Rock Classical Academy  
Northeast Academy  
Kipp Durham  
Excelsior Classical Academy  
Pioneer Springs Community School  
Veritas Community School  
Town of Matthews

eEnroll is used to enroll in your State Health Plan and NCFlex benefits.

**Step 6:** Click on the  
**Create an Account** Link



**Benefit Enrollment Login**

Username\*

Password\*

Log in

[Can't access your account? ▶](#)

 [Create an account ▶](#)

**Supported Browsers**

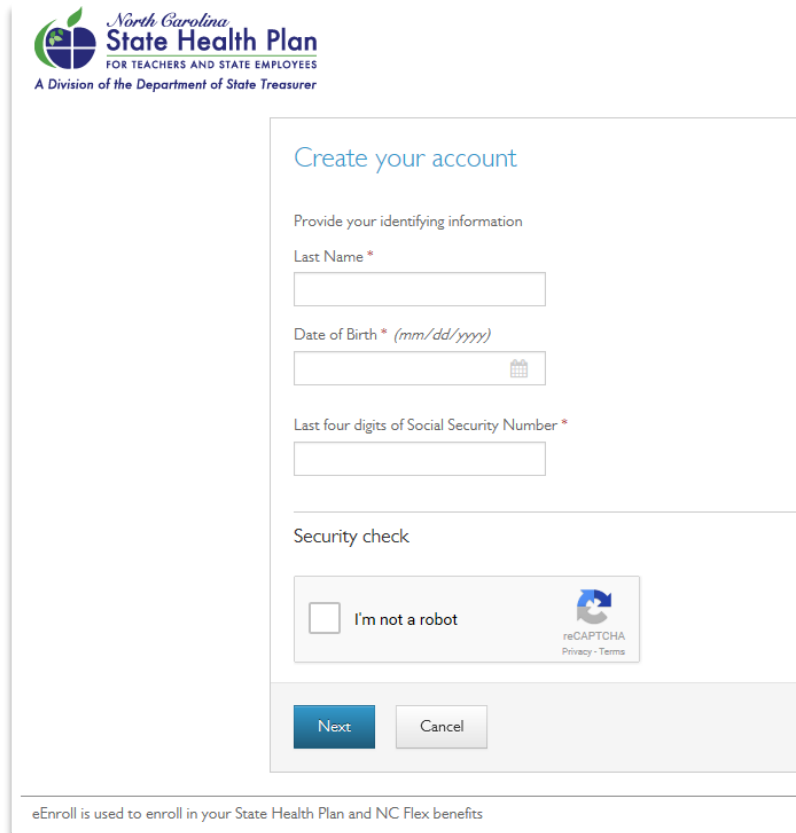
[Learn about Officially Supported Browsers](#)



# HOW TO ENROLL

**Step 7:** Create your account – enter all **required** information and click the **next** button.  
(Follow the steps until completion)

**For NC Flex and State Health Plan enrollment and eligibility information call: 855-859-0966**



The screenshot shows the 'Create your account' page for the North Carolina State Health Plan. The page header includes the logo and text: 'North Carolina State Health Plan FOR TEACHERS AND STATE EMPLOYEES A Division of the Department of State Treasurer'. The main heading is 'Create your account'. Below it, the instruction 'Provide your identifying information' is followed by three required fields: 'Last Name \*', 'Date of Birth \* (mm/dd/yyyy)' with a calendar icon, and 'Last four digits of Social Security Number \*'. A 'Security check' section contains a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo with links for 'Privacy' and 'Terms'. At the bottom are 'Next' and 'Cancel' buttons. A footer note states: 'eEnroll is used to enroll in your State Health Plan and NC Flex benefits'.

**NOTE:** Remember to list the name(s) and social security number(s) of your beneficiaries during your initial enrollment.

Refer to the attachments in the online orientation invitation e-mail for detailed information on specific benefits plans.



# QUALIFYING EVENTS

- After initial enrollment, you can change your plan and coverage level during Open Enrollment. (Example: changing your health plan from 80/20 to 70/30)
- During a qualifying event, you can change the level of your State Health Plan and/or NC Flex Plan (i.e. adding a spouse, child, etc).
- You have **30 days** from the date of the qualifying life event to make changes to your benefits plan.

## Qualifying Life Events include:

- Birth of a Child
  - Adoption or permanent placement of a child
  - Marriage
  - Divorce
  - Legal Separation
  - Death (yours or that of a covered dependent)
  - Unpaid leave of absence for you and your spouse
  - Change in employment status (i.e. change from full-time to part-time)
  - Change in your spouse's employment, impacting his/her benefits eligibility
- **Verification Documents** are required to support the change in the level of your plan and MUST be faxed to Human Resources; Fax: 919-870-4830 (Document examples are on the following slide)



# VERIFICATION DOCUMENTS

- **Adoption:** Copy of page 1 of the employee's most recent tax return listing the child(ren), birth certificate or court documents signed by a judge showing that the employee has adopted the child
- **Birth:** Copy of page 1 of the employee's most recent tax return listing the child(ren), or birth certificate
- **Change in eligibility for the other coverage:** Copy of page 1 of the employee's most recent tax return listing the spouse, or marriage certificate with one of the following: current utility bill listing the employee and spouse or life insurance listing spouse as primary beneficiary, copy of enrollment letter from new insurance carrier, confirmation from new employer.
- **Change in the cost/coverage of non-medical benefit (i.e. dental, vision):** a copy of the notification from the relative coverage provider regarding the rate increase/coverage change
- **Court Order:** copy of the court order
- **Employment Change:** (for dependents only when adding SHP coverage) a copy of enrollment letter from new insurance carrier, confirmation from new employer
- **Legal Guardianship:** Court documents signed by a judge showing that the employee has adopted the child or has legal guardianship papers from the adoption agency showing intent to adopt
- **Loss of Other Coverage (i.e. Medicaid, a state Children's Health Insurance Program, etc.):** copy of the termination letter/notification from the previous coverage provider; copy of letter from Cobra offering their services
- **Marketplace Medical Coverage enrollment:** copy of the new coverage confirmation (\*\*The member may *prospectively* revoke their State Health Plan election if they certify their intent to enroll *themselves and any covered dependents* in the marketplace for coverage\*\*)
- **Marriage/Divorce/Legal Separation/Death:** Copy of page 1 of the employee's most recent tax return listing the spouse, marriage certificate, death certificate, notarized/official separation document
- **Newly Eligible for Coverage:** (for dependents only when adding SHP coverage), (also, see above 'birth'), new employee verification document(s), copy of enrollment letter from new insurance carrier, confirmation from new employer
- **Qualified Medical Child Support Order:** a copy of the court order
- **Return from Leave (i.e. Family and Medical Leave/Military Leave):** copy of the leave (approval) documents
- **Significant change in cost of existing benefits:** copy of the notification addressing the increase/coverage change

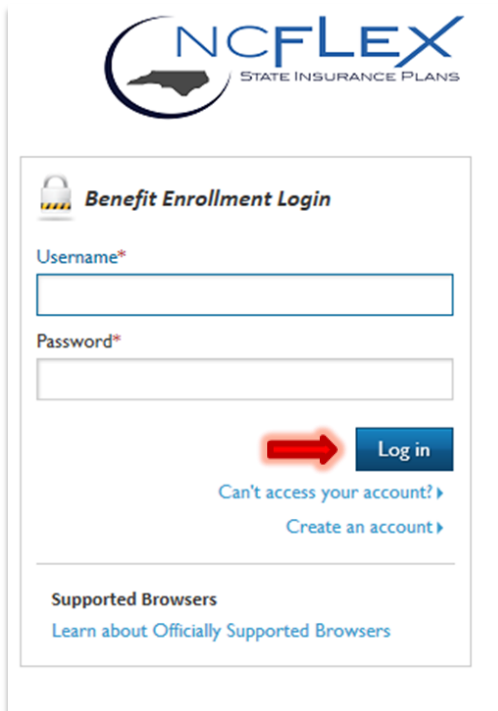


# HOW TO CHANGE YOUR BENEFITS QUALIFYING EVENT


## Step 1: Log into eEnroll

(refer to the benefits enrollment slide)

Use your username and password and click the Log in button




**NCFLEX**  
STATE INSURANCE PLANS

 **Benefit Enrollment Login**

Username\*

Password\*

 **Log in**

[Can't access your account? ▶](#)

[Create an account ▶](#)

**Supported Browsers**

[Learn about Officially Supported Browsers](#)

## Step 2: Click on the **Change my benefits due to a life event** link

### *Important Documents*



[Subscriber Summary Report](#)



[Subscriber Detail Report](#)

### *What would you like to do?*

[Change my benefits due to a life event](#) 



# HOW TO CHANGE YOUR BENEFITS QUALIFYING EVENT

Step 3: Select the reason for the change and enter the date of the life event.  
(Follow the prompts until completion)



HOME

PROFILE

BENEFITS

LEARNING CENTER

## Select reason for changing your benefits

You are making a change to benefit elections. Why are you making this change?

Select reason for change \*



Life event not listed?

Enter the date of this life event \*



**NOTE: If the reason you select is due to the birth of a child, you must enter the child's birth date as the date of the life event.**





# OPEN ENROLLMENT

A period in which a health insurance company or HMO is statutorily required to accept applicants without regard to health history.

- Open enrollment period – typically in the fall of each year.
- Annual open enrollment dates will be announced via e-mail.
- This is your opportunity to make changes to your benefits plan without a qualifying event. (refer to benefits enrollment slide)
- Effective Date of changes - January 1<sup>st</sup> of the following year.



# BENEFITS OVERVIEW

**State Health Plan options include 3 plans, all administered by Blue Cross Blue Shield of North Carolina (BCBSNC):**



Traditional 70/30 Plan	Enhanced 80/20 Plan	Consumer Directed Health Plan
<ul style="list-style-type: none"><li>• Lower premiums in exchange for higher copays, coinsurance and deductibles.</li><li>• Affordable Care Act preventative services and medications will require the applicable copay under this plan.</li><li>• Affordable Care Act preventative services and medications lists are located on the Plan's website at <a href="http://www.shpnc.org">www.shpnc.org</a>.</li></ul>	<ul style="list-style-type: none"><li>• Higher premiums in exchange for lower copays, coinsurance and deductibles.</li><li>• Affordable Care Act preventative services and medications and covered at 100%</li><li>• Ability to lower your monthly premium by completing wellness activities</li></ul>	<ul style="list-style-type: none"><li>• High deductible plan with a Health Reimbursement Account (HRA)</li><li>• Deductible must first be met before coinsurance is applied</li><li>• Starts with a balance provided by the Plan-used to help meet the deductible</li><li>• Amount in your HRA is dependent on your hire date (prorated)</li><li>• Affordable Care Act preventative services and medications are covered at 100%</li></ul>



# STATE HEALTH PLAN: WELLNESS CREDITS

You can lower your monthly premium for the Consumer-Directed Health Plan and the Enhanced 80/20 Plan by completing the wellness activities listed below. Wellness premium credits apply only to the employee-only premium. In order to receive the wellness premium credits, you must complete your wellness activities within 30 days of your hire date.

**NOTE:** You must complete all 3 wellness credits in order to receive the reduced premium for the CDHP and the 80/20 Plan. You must also complete the Tobacco Attestation for the 70/30 Plan.

Wellness Premium Credit Amounts for 2017	CDHP	80/20 Plan	70/30 Plan
Attest to being tobacco-free OR enroll in QuitlineNC	\$40	\$40	\$40*
Choose/confirm a Primary Care Provider (PCP)	\$20	\$25	N/A
Complete the Health Assessment	\$20	\$25	N/A
<b>TOTAL CREDITS AVAILABLE FOR 2017</b>	<b>\$80</b>	<b>\$90</b>	<b>\$40</b>

The Tobacco Attestation and selecting a Primary Care Provider can be completed through eEnroll. You can complete your Health Assessment through eEnroll or by logging into your Personal Health Portal, which is available via the State Health Plan website at [www.shpnc.org](http://www.shpnc.org), or by telephone by calling **800-817-7044**.



# TOBACCO ATTESTATION

The screenshot shows a web browser window with the URL <https://www.ebenefitsnow.com/member/control/collectBenefitProgramCreditsInfo/method=startSectionFromHome>. The browser's address bar and tabs are visible. The page title is "North Carolina State Health Plan". The main content area is titled "Tobacco User Attestation" and contains the following text:

You are NOT a tobacco user or you ARE a tobacco user and attest that you will enroll in QuitlineNC's multiple call program before the end of Open Enrollment or within 30 days of your date of hire. To enroll you must call 800-QUIT-NOW (800-784-8669).

I understand that making a false statement, representation or attestation to the Plan could result in my termination from the Plan and that by attesting to my tobacco status I am also agreeing to cooperate with the Plan in efforts to verify that status.

☒ I am not a tobacco user

☐ I am a tobacco user but agree to enroll in QuitlineNC

☐ I am a tobacco user

The browser's taskbar at the bottom shows various application icons and the system clock indicating 10:12 AM on 1/5/2017.



# STATE HEALTH PLAN CONTINUUM

The Health Engagement Program offers additional Health Reimbursement Account funds for CDHP members who engage to help offset their health care expenses.

There are two components:

1. The **Healthy Lifestyles Program** is an incentive-based program designed to encourage all CDHP members to engage in healthy behaviors.
2. **Positive Pursuits** offers CDHP members with certain conditions an opportunity to earn even more in the HRA for actively managing their condition



# OPTIONAL PLANS

## NC FLEX

- Superior Vision
- Dental - United Concordia
- Cancer Plan
- Core and Voluntary Accidental Death & Dismemberment
- Voluntary Group Term Life Insurance
- Health and Dependent Day Care Flexible Spending Accounts
- Critical Illness Plan
- TriCare Supplemental Health Care

## AGENCY SPECIFIC

- Dental- Humana
- Voluntary Term Life (Pierce)
- Universal Life (Protective)
- DHHS Disability Plan (Colonial)
- ARAG - prepaid legal plan



You can access the NC Flex BEACON enrollment booklet/information on the NC Flex web site [www.ncflex.org](http://www.ncflex.org)



# NC FLEX BENEFITS

## Health Care Flexible Spending Account...Is a smart way to...

- Increase your benefits,
- Increase your take-home pay, and save 25% - 42% on taxes!!!
- Reimbursed with pre-tax dollars you pay for eligible medical/dental/other health care expenses.
- You decide how much money you want in the account (cannot be less than \$120 or more than \$2550/year).
- Remember to enter the annual amount you want, not monthly.
- Full election available immediately
- A Convenience Card allows you to pay up front. Used like a credit card—no PIN required; no reimbursement delays or out of pocket expenses.
- Convenience card can only be used for eligible healthcare expenses.

**NOTE:** This card is separate from the HRA card that the SHP provides to CDHP members and should only be used for out of pocket medical expenses after the HRA account is depleted.



# NC FLEX BENEFITS CONTINUUM

- Expenses can be for you, your spouse, your dependent children or a qualifying relative.
- Eligible expense include medical, vision, dental, drugs prescription co-pays, over-the counter medicines (with a prescription or letter of medical necessity).
- Health/dental premiums/elective cosmetic are not reimbursable. More examples can be found in the enrollment guide or on the website, [www.ncflex.org](http://www.ncflex.org).
- You must enroll each year during Annual Enrollment to participate the following year.

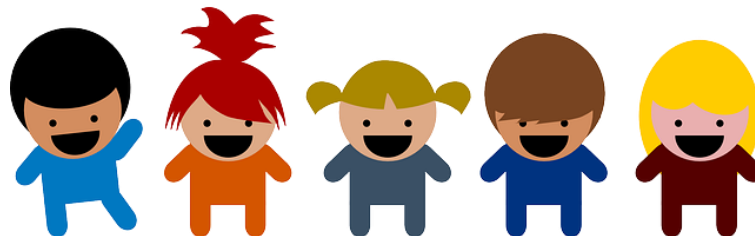




# NC FLEX

## DEPENDENT DAYCARE

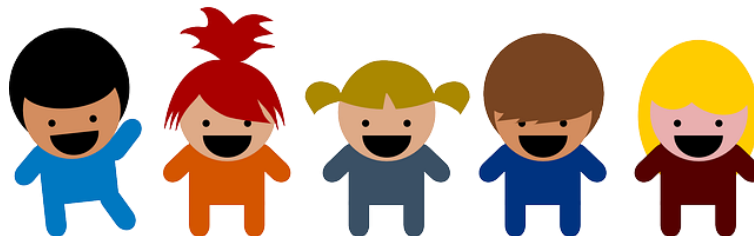
- Reimbursed for child care/dependent adult care expenses (Flex Spending Account).
- If you are married, expenses are eligible expenses only if the expenses are necessary so that you and your spouse can work or attend school full-time. Your spouse may also be unemployed but actively looking for work.
- You decide how much you want to contribute to your account (cannot be less than \$120 or more than \$5000/year). Remember to enter the annual amount you want, not the monthly.
- DDCFSA reimbursements are made by direct deposit. This is a “pay-as-you-go” account. You can only receive reimbursement up to the amount that has been payroll deducted to date.
- The NC Flex Convenience card is not available for DDCFSA.



# NC FLEX

## DEPENDENT DAYCARE CONTINUUM

- Eligible expenses include child day care through age 12; before/after-school care through age 12; dependent adult care for “qualifying relative”
- Ineligible expense examples are kindergarten, overnight camps. More information can be found on page 12 of the enrollment guide.
- Must re-enroll each year during Annual Enrollment.



# DENTAL PLAN

## METLIFE

- Premiums are taken out on a pre-tax basis which gives you tax savings
- You can coordinate charges that are not reimbursed by the dental plan with the Health Care FSA
- You have the flexibility to choose a dental option that is right for your dental health needs and your budget – Low Option PPO or High Option PPO Plan
- With either plan you can visit a network or non-network dentist and get the same amount of coverage. A Network dentist have agreed to accept MetLife allowances for services and will not bill you the difference between their usual fee and the allowance.
- Visit [www.metlife.com/dental](http://www.metlife.com/dental), enter your zip code and select PDP Plus Network to locate network dentists, download claim form, link to Mybenefits, MetLife Oral Health Library, Participant EOP Guide, etc.
- Available Mobile App for iPhone and Android

**NOTE:** Once you enroll, you must keep the option selected for the entire year.

For more information contact: 1-855-676-9441  
or visit their website: [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)



# VISION PLAN

## SUPERIOR VISION

### **Core Wellness Exam – no cost to the employee**

- \$20 copay for annual exam, which includes discounts on materials
- Enrollment is required
- No dependent coverage

### **Basic Plan – exam and materials** with \$20 copay for exam.

- Frame allowance is \$125 retail and benefits are on a calendar year frequency.
- Frames – every two years

### **Enhanced Plan – exam and materials** with a 20 copay for exam.

- Frame allowance is \$175 retail and benefits are on a calendar year frequency.

**Materials Benefit is a choice of glasses or contacts.**

For more information contact: 1-800-507-3800

or visit their website: <https://www.superiorvision.com/>



# VISION PLAN

## SUPERIOR VISION

- No claim forms when utilizing an in-network provider
- No waiting period for first-time enrollees
- No pre-notification requirement
- Receive personalized I.D. card; additional copies at no charge
- Refractive Surgery discount benefit
- Internet mail-order contact lens provider

**For more information contact: 1-800-507-3800**

**or visit their website: <https://www.superiorvision.com/>**



# OPTIONAL INSURANCE

## CRITICAL ILLNESS INSURANCE

### Administered by Allstate Benefits

- Provides a lump sum benefit of \$15,000 or \$25,000 for each covered illness at time of diagnosis..
- No medical questions required (NO EOI)
- Does not take place of a Health Plan
- Coverage for employee and their dependents
- A maximum of 2 payouts per diagnosis (12 month waiting period for reoccurrence)

### Covered Illnesses 100%

- Heart Attack
- Stroke
- Major Organ Transplant
- Bone Marrow Transplant
- Invasive Cancer
- Paralysis
- End Stage Renal Failure
- Covered Illnesses pay 25% Benefit:
  - Carcinoma in Situ (non-invasive cancer)
  - Coronary Artery Bypass Surgery

Critical Illness can help with EXPENSES NOT TYPICALLY COVERED BY MEDICAL PLANS such as medical & drug co-pays/deductibles, out of network treatments, experimental/nontraditional treatment

NON-MEDICAL EXPENSES such as travel to/from treatment centers; child care, lost income, mortgage and other monthly expenses, etc.

You can access the NC Flex BEACON enrollment booklet/information on the NC Flex web site [www.ncflex.org](http://www.ncflex.org)



# CANCER & SPECIFIED DISEASE INSURANCE

- Offered through Allstate Benefits
- Choice between Low, High & Premium Option
- No Evidence of Insurability when first offered
- Cancer prevention & screening benefit

Low Option	\$ 25
High Option	\$100
Premium Option	\$100

- All three plan options offer the same type of benefits and/or services. In most cases, however, the amount of coverage differs. The benefits under the Low, High, an Premium Options are progressively higher than the previous option. Refer to the *Summary of Benefits* on page 26 of the enrollment guide.

**For more information contact: 1-866-232-1517**



# GROUP TERM LIFE VOYA FINANCIAL

- Voluntary Group Term Life insurance is administered by Voya Financial and underwritten by ReliaStar Life Insurance Company.
- Provides financial protection for your family
- Inexpensive group rates
- Pure term life – no accumulated cash value
- Must be actively at work to be eligible
- Employee-only term life coverage is considered a pre-tax benefit
- If an employee covers their Spouse and/or children, all coverage, including the employee's, becomes post-tax
- If the employee drops coverage for spouse and/or children but retains their coverage, it returns to a pre-tax benefit.



For more information contact: 1-877-464-5111





# GROUP TERM LIFE VOYA FINANCIAL

- Offers Accelerated Death Benefit – with Continuous Confinement Benefit Option.
- Offers Funeral Planning & Concierge Services
- Disability Waiver of Premiums
- Continuation should you leave employment
- Conversion

**For more information contact: 1-877-464-5111**



# ACCIDENTAL DEATH & DISMEMBERMENT

- CORE AD&D - \$10,000 no-cost AD&D coverage paid for by State of North Carolina EMPLOYEE ONLY.
- Available to all employees who are eligible for NCFlex.
- Coverage is effective 24 hours a day, 365 days/year.
- Employees do not have to enroll in the Voluntary AD&D or any other NCFlex plan to be eligible.
- Employees must elect the Core AD&D Coverage as a new hire or during annual enrollment to receive no-cost coverage.
- Beneficiaries may be the same for Core and Voluntary AD&D.
- Voluntary AD&D has both employee and family coverage options.
- Through Voya Travel Assistance - Worldwide Emergency Travel Assistance Services provides four types of services: 1) Pre-Trip Information, 2) Emergency Personal Services, 3) Medical Assistance Services; 4) Emergency Transportation Services.

**NOTE:** Please see the NCFlex enrollment guide for exclusions and limitations or visit the website:

<http://oshr.nc.gov/state-employee-resources/benefits/nc-flex/core-add>



# SUPPLEMENTAL HEALTHCARE TRICARE

- Voluntary supplemental plan paid by the employee through payroll deduction
- Eligible individuals must be registered with the Defense Enrollment Eligibility Reporting System (DEERS) and must not be eligible for Medicare. An individual who is unsure if he/she is eligible for TRICARE should confirm eligibility with DEERS before enrolling in the TRICARE Supplement. If a dependent's Military ID card has expired or if information has changed (i.e., address corrections), call DEERS at 1-800-538-9552.
- See page 34 of the guide or [www.ncflex.org](http://www.ncflex.org) for a complete listing.



For more information visit: <http://www.selmantricareresource.com/> or call: 1-800-638-2610 Option 1



# BENEFITS REMINDERS

- State Health Plan premiums are deducted a month in advance. Your effective date of coverage for the State Health Plan can be the **1<sup>st</sup> of the month following your date of hire or the 1<sup>st</sup> of the second month following hire.**
- For more information on the state health plan (enrollment booklets, videos, etc. ) visit: [www.shpnc.org](http://www.shpnc.org) or contact BCBSNC Customer Service: 1-888-234-2416. ENROLLMENT/ELIGIBILITY: 1-855-859-0966
- NC Flex deductions are made on a current month basis. Your effective date of coverage for NC Flex benefits is the **1<sup>st</sup> of the month following your date of hire.**
- If you enroll past the payroll cutoff date, you will be double deducted on the following month.
- NC Flex grants a 2 ½ month extension which gives employees more time to use FSA funds. Incur expenses January 1 (current year) – March 15 (following year); Submit claims between January 1 (current year) April 30 (following year). \*New employees, who join mid-year, can be reimbursed only for expenses incurred after entry date.
- Visit: <https://shp.nctreasurer.com> for contact information on each NC Flex plan.
- ***SUBMIT DEPENDENT ELIGIBILITY DOCUMENTATION***

**NOTE:** If you do not enroll within **30 days of hire**, you will not be allowed to enroll at a later date unless you experience a qualifying life event or during Annual Open Enrollment. There will be no exceptions.



# DENTAL PLAN HUMANA

- You must enroll within 30 days of hire.
- Post tax plan that has orthodontic coverage for children with no waiting periods.
- Enrollment packet can be found in the online orientation invitation e-mail.
- This plan allows you to select a dentist of your choice and coverage can be cancelled at any time.

For more information visit: [www.humanadental.com](http://www.humanadental.com)

or call: 1-800-334-1217

Humana®

**NOTE:** Please refer to the Annual Enrollment Benefits Comparison Chart to compare dental plans.



# TERM LIFE INSURANCE

## PIERCE INSURANCE COMPANY

- Must enroll within 90 days of hire.
- Premium is based on the amount of coverage you choose: \$20,000 - \$500,000.
- Spouse and dependents can be covered at various coverage amounts.
- Guarantee issue if you enroll as a new employee.
- Portable coverage you can take with you upon separation.

For more information contact Pierce Insurance Company visit: [www.pierceins.com](http://www.pierceins.com)  
or call: 1-800-421-3142



# UNIVERSAL LIFE INSURANCE

## PROTECTIVE LIFE

- Permanent life insurance protection and access to cash values that grow tax-deferred at competitive interest rates.
- Portable coverage you can take with you upon separation.
- Ability to customize to your needs with optional benefits and riders.
  - Disability Benefit Rider
  - Covered Insured Rider
  - Children's Term Rider
  - Accidental Death Benefit



**Contact Advisors Financial Group at 1-800-334-1217 or  
visit: <http://www.protective.com/life-insurance/overview/>**



# SHORT-TERM DISABILITY INSURANCE

## COLONIAL LIFE

- Designed for DHHS and is guaranteed for all employees actively working 20+ hours on a permanent or probationary time-limited basis.
- You can select and build the plan that fits your needs; level benefits for on-the-job and off-the-job disabilities.
- New employees have **90 days** from date of hire to enroll.
- Your benefits do not reduce because of worker's comp, sick leave, vacation leave or any other benefits held.
- Benefits begin the first day you are hospitalized, regardless of the elimination period you select.
- Coverage is portable; you can keep your coverage if you change jobs or retire. there is one premium rate band regardless of age or gender.



For more information, please contact your Colonial Rep:

Toll Free: 888-732-6248

E-mail: [Colonial.NCService@gmail.com](mailto:Colonial.NCService@gmail.com)





# RETIREMENT SYSTEM (ORBIT)

NC Department of State Treasurer created ORBIT to allow members convenient access to their retirement account information 24 hours a day, 7 days a week.



## One Retirement Benefits through Integrated Technology

- As a member of the Teachers & State Employees Retirement System, you contribute 6% of your gross salary each month to the System.
- You will see this listed on your pay statement as the acronym TSERS.
- Employees become vested once they have a minimum of 5 years membership service.
- If you leave the system before 5 years, the only payment you can receive is a refund of your contributions.
- You cannot register in Orbit until after your first payday and after the 15<sup>th</sup> of the month.



# RETIREMENT INFORMATION

**6% of your salary is automatically deducted pre-tax from your paycheck.**

The state contribution rate for **January 1, 2017 – June 30, 2017** is **16.54%**.

Retirement System Pension Fund	9.98%
Death Benefit Trust Fund	0.16%
Retiree Health Benefit Fund	6.02%%
Disability Income Plan	0.38%
	= 16.54%



- < 10 yrs. of state service → use ORBIT system or forms 2DB and 2RC to designate beneficiaries.
- >10 yrs. of state service → complete both form 2DB and form 2RC
- Short-term disability benefits may be available if meet requirements and have at least 1 year of contributing service.
- Long-term disability benefits may be available if meet requirements and have at least 5 years of contributing service.
- Death Benefit- If you die while still in active service after 1 year, beneficiary will receive a single lump-sum payment (not less than \$25,000 and not more than \$50,000)

**NOTE:** Remember to change your beneficiaries if you have any life changing events. ( i.e.: birth, death, divorce, marriage, etc.)

For more information, please review the Teachers' and State Employees' Retirement System Handbook and visit: [www.myncretirement.com](http://www.myncretirement.com)



# RETIREMENT REMINDER

## Employees first hired on or after 10/1/06:

- Retire with 20+ years of creditable service to receive individual health insurance coverage at no charge (currently Traditional 70/30).
- Retire with 10 years, but less than 20 years of creditable service, you will have to pay 50% of the cost for coverage.
- Retire with 5 years but less than 10 years of creditable service, you will have to pay the full cost for coverage.

**NOTE:** In all cases, if you choose coverage for your dependents, you must pay the full cost of dependent coverage.



# SUPPLEMENTAL RETIREMENT PROGRAM 401(K) AND 457 DEFERRED COMP

- Optional Supplemental retirement programs that you can enroll in at any time
- Administered by Prudential
- The State does not match contributions
- Both plans have a ROTH feature



**Please contact your retirement education counselor for more information or visit the website:**  
**[www.ncplans.prudential.com](http://www.ncplans.prudential.com) or call: 1-866-627-5267**



# LEGAL INSURANCE PLAN

- Prepaid legal plan that you must enroll in within 30 days of hire.
- Two plans including in-office telephone legal services and online legal options for legal issues covered under the plan for \$17.24/ month
  - Consumer Issues (i.e. auto repair, buy/sell car, consumer fraud)
  - Estate Planning (i.e. wills, living wills, power of attorney)
  - Debt (bankruptcy, debt collection, garnishments)
  - Family (adoption, divorce, guardianship)
  - Real Estate (Buy/Sell Home, Building/Zoning, Foreclosure)
  - Taxes (IRS Audit, IRS Collection)
  - Benefits Disputes (Medicare/Medicaid, Social Security, Veterans)



**\* Please refer to the ARAG flyer attachment for the complete list \***

**For more information, please call 1-800-247-4184 for more information or visit: <https://www.arag.com/>**



# OTHER BENEFITS

## STATE EMPLOYEES CREDIT UNION

**Pay \$25 to open a share account and get access to the following services:**

- Checking account with no minimum balance requirement (monthly fee of \$1)
- Low cost tax preparation services for qualified members
- Loan services
- Health insurance and long term care insurance

State Employees' Credit Union®



**For more information visit: [www.ncsecu.org](http://www.ncsecu.org)**



# OTHER BENEFITS

## SEANC

**The State Employees Association of NC is our voice with legislature.**

The Association:

- Lobbies for our state employee, healthcare, retirement benefits and workplace rights.
- Offers term life and accidental death insurance program, discount programs and other incentives.

Member cost is \$9/mo.



For more information visit: <http://www.seanc.org/membership/benefits/>



# OTHER BENEFITS

## WE SAVE PROGRAM

WeSave is the Nation's leading online savings network provided exclusively to the employees of the nation's state governments.

- Free discount plan
- Local, national, online merchants
- Grocery coupons, online shopping mall with cash back
- Travel discounts, vacation savings plan and giveaways

Create your free account by visiting [www.wesave.com](http://www.wesave.com) to register





# IMPORTANT LINKS

Policy Search: [http://oshr.nc.gov/policies-forms?combine=&field\\_document\\_type\\_tid=All](http://oshr.nc.gov/policies-forms?combine=&field_document_type_tid=All)

- Adverse Weather - <http://oshr.nc.gov/policies-forms/leave/adverse-weather>
- Alex (NCFlex Benefits Counselor) - <https://www.myalex.com/ncflex/2016#intro>
- Bonus Leave - <http://oshr.nc.gov/policies-forms/leave/bonus-leave>
- Civil Leave - <http://oshr.nc.gov/policies-forms/leave/civil-leave-and-job-related-proceedings>
- Community Service - <http://oshr.nc.gov/policies-forms/leave/community-service-leave>
- Community Service - Literacy, Tutoring and Mentoring <http://oshr.nc.gov/policies-forms/leave/community-service-leave-literacy-tutoring-and-mentoring>
- Disciplinary Action, Suspension, Dismissal - <http://oshr.nc.gov/policies-forms/discipline-appeals-grievances/disciplinary-action-suspension-dismiss>
- Dual Employment - <http://oshr.nc.gov/policies-forms/employment-records/dual-employment>
- Employee Grievance Policy - <http://oshr.nc.gov/policies-forms/discipline-appeals-grievances/employee-grievance-policy>
- Family and Medical Leave - <http://oshr.nc.gov/policies-forms/leave/family-and-medical-leave>
- Family Illness Leave - <http://oshr.nc.gov/policies-forms/leave/family-illness-leave>
- Holidays - <http://oshr.nc.gov/policies-forms/leave/holidays>
- Hours Worked and Overtime Compensation - <http://oshr.nc.gov/policies-forms/salary-administration/hours-of-work-and-overtime-compensation>
- Military Leave - <http://oshr.nc.gov/policies-forms/leave/military-leave>
- Performance Management- <http://oshr.nc.gov/policies-forms/performance-management>
- Secondary Employment - <http://oshr.nc.gov/policies-forms/employment-records/secondary-employment>
- Sick Leave - <http://oshr.nc.gov/policies-forms/leave/sick-leave>
- Tobacco-free Campus Policy - <http://publichealth.nc.gov/employees/PDF/policy/DPH-TobaccoFreeCampusPolicy.pdf>
- Vacation Leave - <http://oshr.nc.gov/policies-forms/leave/vacation-leave>
- Voluntary Shared Leave - <http://oshr.nc.gov/policies-forms/leave/voluntary-shared-leave>
- Worker's Compensation Administration - <http://oshr.nc.gov/policies-forms/employee-benefits-awards/workers-compensation-administration>
- Worker's Compensation Leave - <http://oshr.nc.gov/policies-forms/employee-benefits-awards/workers-compensation-leave>
- Workplace Violence - <http://oshr.nc.gov/policies-forms/workplace-violence>



# CLOSING REMARKS

- Please make sure all of your new hire forms are completed and submitted to HR as soon as possible.
- Be sure to review the required training checklist and complete all training within your first **30 days of hire and submit the certificates and completion form to HR.**
- Enroll in your benefits prior to the specified deadline.
- Contact the appropriate representative with questions or concerns (refer to the previous slides).

**Thank you for your time and attention.**

**We wish you the best in your new positions!**





# MANAGEMENT TOOLS



# CLASSIFICATION & COMPENSATION FOR MANAGEMENT

The following actions can only be requested by management:

- **In-Range Adjustment** - A request for an increase in salary for an employee in a graded position based on an increase in the variety and scope of work or the assumption of higher level duties.
- **Career Progression** - A request for an increase in salary for an employee in a career-banded position based on increased competency within the scope of the existing role.
- **Reclassification** (also known as Reallocation) - A request for a change in the classification of a position based on a significant change in the description of work. This action may be done on a vacant position or a filled position and may include a request for a salary increase for the employee if the position is filled.
- **New Position Creation** - When funding has been requested to establish a new position, a request must be made to identify the classification for the proposed position.

**NOTE:** The first step in process for each request is to set up a meeting with your budget officer and Felicia Bridges: [Felicia.Bridges@dhhs.nc.gov](mailto:Felicia.Bridges@dhhs.nc.gov)



# ORGANIZATIONAL MANAGEMENT

## FOR MANAGEMENT – HR Action Request Form

You will need submit an **HR Action Request form** with the **required documentation** in order to process the following actions:

- New Hire
- Promotion
- Acting Pay
- Acting Promotion
- Reinstatement
- Transfer within the agency
- In-Range Adjustment
- Career Progression/Comp Level Change
- Career Progression
- Increased Comp or Transfer Between Banded Classes
- Delayed Promotion/Reallocation (Balance)
- Create a New Position
- Reclassification (Reallocation)

**NOTE:** Refer to the Documentation Required for HR Action Requests Checklist Form for more information. <http://publichealth.nc.gov/employees/hr/employment.htm>



# ORGANIZATIONAL MANAGEMENT FOR MANAGEMENT – PPAR FORM

## Personnel Position Action Request

You will need submit an **PPAR form** **with** **required documentation** in order to make a change to a position or personnel:

**NOTE:** See PPAR instructions for details

## Position Change

- Supervisor Transfer
- Org Unit Transfer
- Position Transfer
- County Change
- FTE Change – change to the position's hours or status (full-time/part-time)

## Employee Hours

- Change in employee hours

## Separation

- Resigned
- Dismissed
- Retirement
- Probationary Appointment Terminated
- Temporary Appointment Ended
- Reduction-in-force
- Death
- Transfer to another state agency

## Leave of Absence

- FMLA
- Military Leave
- Reinstate from LOA
- Worker's Compensation
- Personal
- Short Term Disability

**NOTE:** If the position is VACANT and you need to process an FTE change; If the position is filled – you must complete an FTE change and change in hours for the employee.





# ORGANIZATIONAL MANAGEMENT FOR MANAGEMENT - PPAR

## **Sufficient reasons to Submit an PPAR:**

- Employee does not have a direct supervisor in beacon and needs to complete a performance evaluation in NCVIP.
- Manager needs to posts a new position in NEOGOV and needs to change the county of the position.
- An employee you manage is retiring or resigning

## **Insufficient reasons to Submit an PPAR:**

- Employee/Supervisor Conflict
- Performance or Disciplinary Issues
- Supervisor position is temporarily vacant

**NOTE: Consult with Employee Relations Manager, Kathy Woodford, about any conflicts or disciplinary issues. 919-707-5454**



# RECRUITMENT PLANNING & NEOGOV FOR MANAGEMENT

**NEOGOV** – an applicant tracking system utilized by NC State Government human resources and management.

You must have access to NEOGOV prior to creating a posting.

Please contact Shanda Snead: [Shanda.Snead@dhhs.nc.gov](mailto:Shanda.Snead@dhhs.nc.gov) or  
Ashley Kirkwood: [Ashley.Kirkwood@dhhs.nc.gov](mailto:Ashley.Kirkwood@dhhs.nc.gov) to gain access to the system.

## NEOGOV™

If you are new to NEOGOV or experience difficulty understanding the system, you should attend **NEOGOV training**. This is your opportunity to further educate yourself on the recruitment process and learn step-by-step about how to navigate through the system.

**NOTE:** For more information on NEOGOV training times/dates contact Shanda Snead at 919-707-5455.





# RECRUITMENT PLANNING & NEOGOV FOR MANAGEMENT

## Steps required prior to the day of creating requisition:

1. Contact your budget officer to verify the current budgeted salary of the position. If additional funds need to be moved to the position, use the **Salary Reserve Recon Form** to communicate to budget the amount and the funding codes for the increase. Budget for the position must be increased prior to posting rather than at the time a selected candidate is identified.
2. Hiring Managers must have an account in NEOGOV.
3. Manager must notify HR Recruitment if the position is not currently vacant (i.e. retirement, separation with notice) so that HR can Create a Vacancy in Beacon.
4. Prepare a **Request to Post** for attachment to the requisition in NEOGOV.

**NOTE:** For detailed information on creating a posting, please view the NeoGov Recruitment Guide

Please contact Shanda Snead ([Shanda.Snead@dhhs.nc.gov](mailto:Shanda.Snead@dhhs.nc.gov) for the latest version)



# RECRUITMENT PLANNING & NEOGOV FOR MANAGEMENT

## Recruitment Support by Section

<b><u>Shanda: 919-707-5455</u></b> <a href="mailto:Shanda.Snead@dhhs.nc.gov">Shanda.Snead@dhhs.nc.gov</a>	<b><u>Ashley: 919-707-5462</u></b> <a href="mailto:Ashley.Kirkwood@dhhs.nc.gov">Ashley.Kirkwood@dhhs.nc.gov</a>	<b><u>Denyse: 919-707-5459</u></b> <a href="mailto:Denyse.Wilson@dhhs.nc.gov">Denyse.Wilson@dhhs.nc.gov</a> <b>Recruiting Coordinator: All of DPH</b>
Women's and Children's Health Section	Office of the Chief Medical Examiner/ State Lab of Public Health	
Chronic Disease and Injury Section	Epidemiology Section	<b><u>Asst. HR Manager,</u></b> <b><u>Felicia: 919-707-5458</u></b> <b><u>Felicia.bridges@dhhs.nc.gov</u></b>
Oral Health Section	Environmental Health Section	
State Center for Health Statistics / Vital Records	Administrative, Local, and Community Support Section	
	Office of Minority Health & Health Disparities	



# PERFORMANCE MANAGEMENT & DISCIPLINE FOR MANAGEMENT

**Before taking any disciplinary action, the supervisor should always do the following:**

- A. Gather the relevant facts
- B. Get the employee's side of the story
- C. Consider any extenuating circumstances
- D. Determine the applicable policy, whether it's a conduct issue or performance issue, and **seek HR assistance** when discipline is warranted
- E. Thoroughly document the matter

**Consult with Employee Relations Manager, Kathy Woodford at 919-707-5454, prior to issuance of any formal disciplinary action.**

**For performance issues specifically:**

- Management should informally discuss and address any unsatisfactory performance issues with the employee. Should performance remain an issue after discussion, the manager may issue a **Documented Coaching in VIP**. For more information about how to complete a document coaching, please consult with the Employee Relations Manager.
- If performance issues remain after the period of improvement under the Documented Coaching, then the manager may issue a **Performance Improvement Plan (PIP) in VIP**. Management **must** consult with the Employee Relations Manager to retain approval prior to issuing the PIP.
  - The PIP is now considered equivalent to a written disciplinary warning for unsatisfactory job performance. Any continued performance issues after the issuance of a PIP will be addressed in accordance with the disciplinary policy. (For access to the policy view the **important links** slide.)



# CLOSING REMARKS & REMINDERS

Management and Human Resources work in conjunction with one another to create a strong work environment and ensure DPH success.

Please do not hesitate to reach out to the appropriate member of the HR Team with questions or concerns.

**Thank you for your time and attention!**

